

PA ENTERPRISE

DeskDemon's Magazine for Executive PAs, Office Managers and Secretaries

June 2018

Why first impressions matter: first day nightmares revealed

What do people really think about in business meetings?

The impact of stressful thinking

Which jobs attract the most psychopaths?

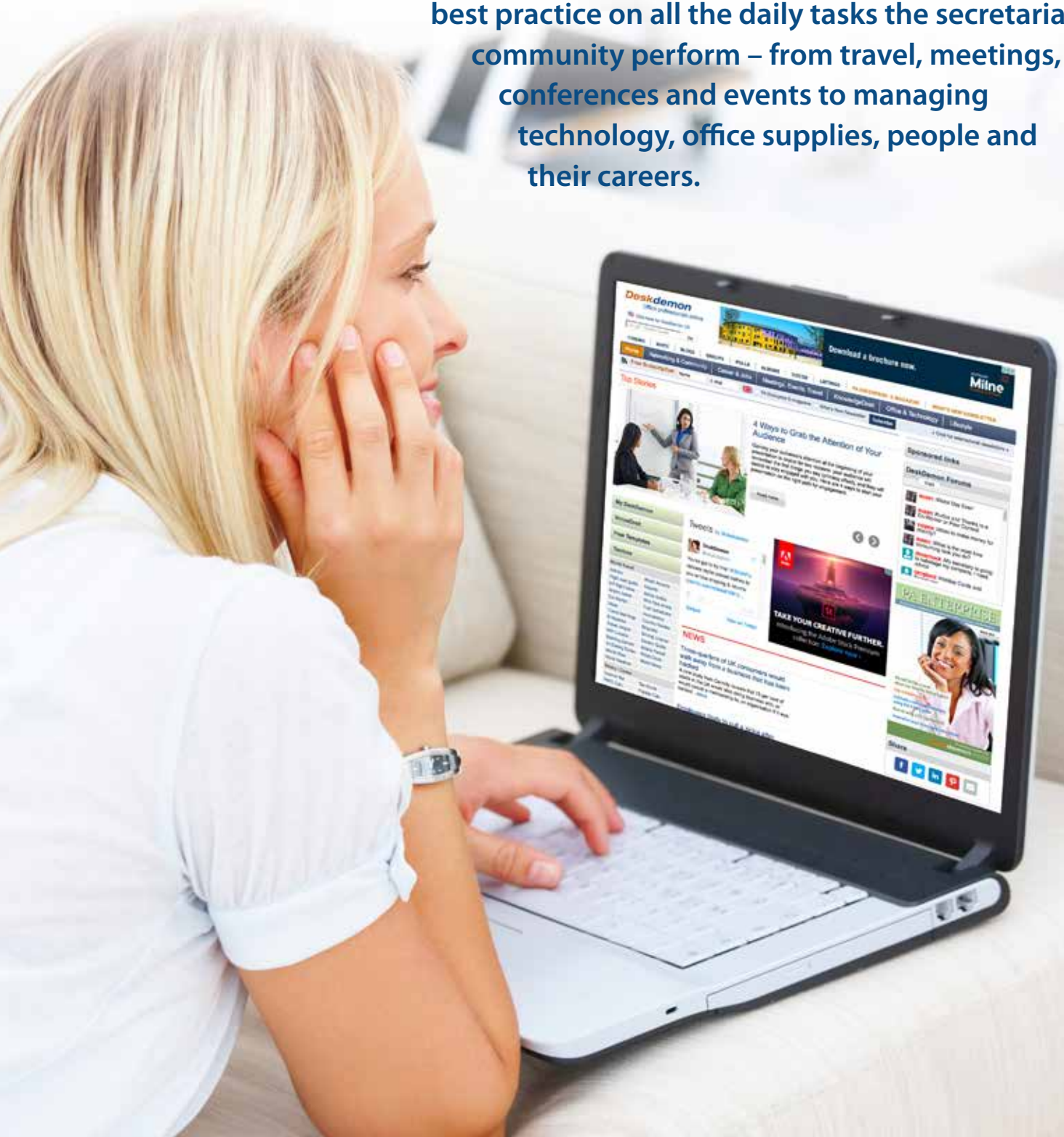
How to handle your boss's unreasonable expectations

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The 10 professions with the most psychopaths

Psychopaths are difficult to spot most of the time. They're not the "Jack the Ripper" caricatures you see in films or read about in books. Often, psychopaths appear normal, which makes them hard to identify.

In the Diagnostic and Statistical Manual of Mental Disorders, someone with a psychopathic personality type is defined as having an inflated, grandiose sense of themselves, and a knack for manipulating other people. But a diagnosis is rarely simple.

One thing psychopaths tend to have in common is the careers they go for. For example, you're likely to find a lot of them in leadership positions because of their ruthlessness, charisma, and fearlessness. They're very good at making snap decisions, but not so good at the empathetic professions like nursing or therapy.

Kevin Dutton, a British psychologist and writer, specialises in the study of psychopathy. In his book *The Wisdom of Psychopaths: What Saints, Spies, and Serial Killers Can Teach Us About Success*, he made a list of the types of jobs that attract the most psychopaths.

"Functional psychopaths," as Dutton calls them, "use their detached, unflinching, and charismatic personalities to succeed in mainstream society." In other words, psychopaths often live as normal people with a few traits that make them different.

10. Civil servant

Being a civil servant is the 10th most popular career choice for psychopaths, according to Dutton. In fact, in 2014, UK Government officials considered recruiting psychopaths specifically "to keep order," because they are "very good in crises" and have "no feelings for others, nor moral code,

and tend to be very intelligent and logical."

9. Chef

Most psychopaths have no interest in harming others, so don't worry about the fact chefs have access to open flames and knives during their work day. Psychopaths thrive in chaos where other people may fail, which could be one reason they work so well in a hectic kitchen.

8. Clergy person

In a blog post for Psychology Today, FBI veteran Joe Navarro explains some of the reasons psychopathic people may go for a career in the Clergy. Among them are the fact religious organisations may provide a means for people to exploit others, while also giving legitimacy to their actions. Also, it is easy to make alliances, which can give manipulative people the upper hand in gaining access to sensitive information.

7. Police officer

Psychopaths don't necessarily have ulterior motives. One of their traits is being very cool-headed under stress. Police officers have a highly intense and dangerous job, so it's a huge benefit if you are calm in a crisis. This could be a reason law enforcement is a popular career choice for psychopaths.

6. Journalist

Dutton lists some of the traits of psychopaths as charm, focus, mindfulness, ruthlessness, and

action – which are all advantageous in journalism, especially when you have strict deadlines and you have to get answers from sources.

5. Surgeon

One study, published in the journal *The Bulletin of the Royal College of Surgeons of England*, sought to find out whether surgeons really were likely to be psychopaths. Results showed that consultants at teaching hospitals scored higher on a scale of psychopathic personality than district general hospital consultants, who scored higher than the general population. Possible reasons the authors give in their discussion is that “stress immunity is the overriding personality trait of doctors,” and the fact surgeons have to make quick, difficult decisions every day.

4. Salesperson

A psychopathic person who works in sales probably shows traits such as shameless self promotion, stealing other people’s contacts, a relentless desire to earn the most money, and an inability to be a team player. Depending on how your organisation works, this could either be your worst nightmare, or the dream sales candidate.

3. Media person in TV or radio

Some psychopaths also exhibit narcissism, which is arguably useful in a job that requires a lot of public focus. The popularity of this career choice for psychopaths could also be because being a TV anchor or radio personality also requires you to be calm in the face of pressure.

2. Lawyer

In *Confessions of a Sociopath: A Life Spent Hiding In Plain Sight*, author M. E. Thomas, a self-proclaimed sociopath, claims being a sociopath helped her be a better attorney. In a blog post for Psychology Today, attorney Ruth Lee Johnson says that although psychopathic traits like self-confidence, cold-heartedness, and deceitful charm may be handy for lawyers, it’s simplistic to say these traits alone are enough. In the right context, though, they could make someone very formidable.

1. CEO

Psychopaths have something called a “resilience to chaos.” This doesn’t just mean they keep a cool head under stress – they also sometimes create havoc for everyone else, because it makes them look good when everyone around them is struggling. Some psychopaths may use this method to climb the career ladder all the way to the top. Others aren’t necessarily as manipulative, and reach the top through their skills alone.

Why first impressions matter: top first day nightmares revealed

Turning up late wearing the wrong attire and bumping a colleague's vehicle in the car park are among the worst first impressions made by new employees, according to new research.

A poll of almost 3000 workers revealed that the first day at work can be a humiliating affair if things don't go to plan.

Other blunders include arriving to find you are completely over-dressed, spilling tea everywhere, getting lost en route to the office and saying something inappropriate because you're nervous.

Almost half of workers have had a terrible first day at a new job, with 95% stressing how important it is to them to make a good first impression on others.

And more than three quarters (82%) believe they're more likely to make a positive impact on their first day if they know they've got their clothing spot on.

The study was commissioned by 4imprint, as part of its 'First Impressions' campaign, having recently released a new range of corporate workwear to help UK organisations and their employees create a strong and lasting impression.

A spokesperson for 4imprint, said: "Starting a new job can be intimidating for a variety of reasons. From not knowing who you'll be working with, not being 100% sure how to get to your new workplace and worries over what to wear can make for a nerve-racking first day.

"Our study found the importance of what you wear to work can make you feel as comfortable as possible on a first day and help create a great first impression."

According to the survey, workers admitted to having turned up on their first day either being



wildly under or overdressed.

More than seven in 10 employees (72%) wish they had a uniform for work, claiming it would have made their first day – and consequently first impressions – easier to manage.

Other first-day nightmares to appear in the top 30 list include finding there was no allocated desk or computer to work at and being late due to nasty traffic.

Having a wardrobe malfunction and accidentally sending a sensitive email as a 'staff all' also feature in the list.

Meanwhile, one in three British workers have been introduced to someone on day one at work, then immediately forgotten their name.

One fifth have also been so nervous they've ended up blurting out something inappropriate or stupid - leading to quizzical looks from colleagues.

While others have accidentally damaged company property, been over-friendly and had to ask how to turn the computer on.

However, those who excelled on their first day put it down to being fully prepared and sufficiently knowledgeable about the company.

And when it comes to making a good impression, 58% say arriving early works wonders while 57% cent try to ask intelligent questions.

The spokesperson for 4imprint, added: "A decision can be made about a person within 26 seconds of meeting them – which is why appearance is so important.

"Corporate work wear can provide reassurance to new starters and if your organisation operates in the service or retail sector then staff uniforms can also be vitally important for customers."

TOP FIRST-DAY NIGHTMARES

Learned someone's name then immediately forgotten it

Got someone's name wrong

Was just too nervous

Finding I had no computer / desk to work at

Said something stupid due to nerves

Arrived at the wrong work address

Turned up completely overdressed compared to everyone else

Worn shoes that ended up being agonisingly painful by the end of the day

Had to have something simple explained numerous times

Got there late due to traffic

Being told I wasn't the 'first choice candidate'

Forgotten the code to get in or out of the office

Got there late due to public transport problems

Put your foot in your mouth during a conversation with someone

Turned up completely underdressed compared to everyone else

Been over friendly

Accidentally sent a sensitive email as a 'staff all'

Made someone's tea wrong

Said something inappropriate to a new colleague

Damaged company property

Spilled tea everywhere

Took too long on a lunch break

Got the company name wrong

Went to the wrong address

Asked how to turn your computer on

Had a wardrobe malfunction like trousers splitting

Took a personal call that was frowned upon

Worn a tie when nobody else was wearing one

Had to leave early due to a family emergency.

What people really think about in work meetings:

What's for dinner, which colleagues they fancy, plans for the weekend...

New research reveals a lack of focus in many meetings that affects results. UK office workers think about what's for dinner that evening (38%), plans for the weekend (37%) and even which colleagues they fancy (13%) when they should be concentrating in meetings, according to new research.



Other distracting topics include shopping (28%), football (14%) and stressing about work they could be doing instead of attending the meeting (31%). 22% of respondents even admitted to just staring aimlessly into space.

This lack of focus could in part be attributed to a lack of direction at the outset of the meeting – more than half of respondents in the research said they often attend a meeting with no agenda and that outcomes suffer as a result.

Furthermore, around two-thirds of respondents said that they felt meetings were just social chit-chat in a work setting.

“Most of us have been guilty of letting our attention wander in meetings on occasion, but this is going to be more likely if there is no agenda or a lack of access to relevant information,” said Camilla Braithwaite, Head of Communications, eShare. “Sharing the agenda and then sticking to it are basic requirements of a successful meeting, and not doing so makes attendees frustrated and the meeting itself unproductive and time-consuming.”

Some common frustrations revealed by the research were a lack of preparation on behalf of colleagues (25%), struggling to find the time to read through all the background materials (18%) and actions assigned from the meeting being forgotten (17%). The research also revealed that 61% of respondents never share their notes with a colleague after a meeting.

eShare's online board portal BoardPacks has just added a digital minutes feature that addresses some of the issues outlined in the research. Administrators can now create the minutes within the meeting, adding notes beneath the



agenda item in question. Attendees can also access the topic history for a particular agenda item, drawing relevant minutes, actions and decisions from previous meetings, making it easier to remind them of what went before and helping more agile decision making.

“Meetings – and board meetings especially – are such an integral part of business that it’s vital that they run efficiently and provide attendees with all the information they require to make a decision,” continued Camilla Braithwaite, eShare. “If you get meetings processes right they can make the entire organisation work more smoothly, but get them wrong and they can be a drain on time and resources.”

There was also evidence that meeting habits are

starting to change from the traditional paper and pen to digital; 11% of respondents said they found being unable to access an agenda from their mobile device a big frustration.

“As most people use mobile devices in their everyday lives, this is creating an expectation that native mobile apps should be available for some of the most traditional areas of business, including the board meeting,” concluded Camilla Braithwaite. “If directors can access their board documents digitally it automatically creates an auditable, transparent demonstration of how decisions were reached and who made them. Approaching meetings in a such a smart and modern way is a highly effective way of improving corporate governance.”

What you should (and shouldn't!) say when your boss has unreasonable expectations

How can you successfully manage up and tell your boss that her expectations are unrealistic – without seeming whiny, lazy, or unreliable? Here's how to politely push back in several common situations.

When Your Boss Gives You an Unreasonable Deadline...

Your supervisor dropped by your desk to tell you he needs a major report compiled. And, that's not even the worst part: He needs it by tomorrow. You know that even if you brewed a gallon of coffee and pulled an all-nighter, there's absolutely no way you'll be able to get it done in time.

What You'll Want to Say: "Are you kidding me, you insensitive monster? Sure, I'm good at my job—but, that doesn't mean I have a magic method for cramming five days' worth of work into a mere eight hours."

What You Should Say: "I understand that this needs to be a priority. However, I've reviewed the requirements for this project and I know I'll be unable to do a solid job with this given the current deadline. Could we push the due date to Friday?"



When Your Boss Assigns You Something That Definitely Isn't Your Job...

You know you should stay away from uttering that dreaded, "That's not my job!" spiel in the office (there are far better ways to send that same message). However, what about when your manager tries to rope you into a duty that's undoubtedly outside of your job description—like picking up her dry cleaning or bringing her dog to the groomer? Well, then you're entitled to push back a little bit.

What You'll Want to Say: "What is this—The Devil Wears Prada? I'm not your personal assistant and it's not my job to cater to your every whim and desire. Schedule your own dentist appointment and leave me to do my actual work, you tyrant you."

What You Should Say: "I'm sorry, but I can't help you out because I have the charts for the sales presentation and the graphics for the new marketing collateral on my to-do list this week and am planning to dedicate my full attention and energy to those. We decided together during last week's one-on-one that those were pressing priorities."

When Your Boss Keeps Piling on the Work...

Your supervisor obviously fancies you a productivity superhero, because he keeps doling out all sorts of tasks and assignments without any sort of concern for the towering pile of work that's already on your plate. You're feeling beyond stretched thin and you know you need to speak up before your ever-growing to-do list literally suffocates you.

What You'll Want to Say: "Take a look at this, why don't you? No, this isn't my handwritten version of the entire encyclopedia. It's actually my to-do list. So, why don't you take your seemingly innocent, 'Hey, are you busy?' elsewhere and find somebody with a little less

work, please and thank you."

What You Should Say: "I appreciate that you trust me with this assignment. However, I have a lot of work on my plate for this week. Can we sit down and talk through what I'm currently working on to figure out what should be prioritized?"

When Your Boss Assumes You're Available at All Hours...

It doesn't matter if it's a weekend, holiday, or your week-long vacation that you've been warning your manager about for months—she still assumes that she should be able to get in touch with you anytime, anywhere.

What You'll Want to Say: "As much as I love your frequent inbox pings when I'm trying to enjoy my time off, I'd love to remind you that—despite popular belief—I actually do have a life outside of the office. You keep haunting me like a bad dream and my sanity is hanging on by a thread."

What You Should Say: "In order to use my time away from work to truly relax and recharge, I want to remind you that I typically don't check my inbox when I'm not in 'work mode.' I'll make sure to get right on top of those things when I return to the office and my normal working hours."

Managing up is always tough—but especially when your boss obviously doesn't have a grasp on what's realistic and what's totally unreasonable.

While you might be screaming on the inside, it is totally possible to push back in a way that's polite and professional. Use the above examples as your guide, and you're sure to set some healthy boundaries with your manager – without seeming like you're shirking responsibilities.

Article by Kat Boogaard
themuse.com

Uncovered: the harsh reality of invisible chronic health conditions

To mark Mental Health Awareness Week (14–20 May), professional fitness training provider Future Fit Training reveals the harsh reality of what it feels like to live with chronic health conditions and physical and mental effect it can have on individuals.

“What it feels like to have...” presents a range of striking, symbolic imagery that illustrates how conditions such as anxiety, fibromyalgia, irritable bowel syndrome (IBS) and Crohn’s disease impacts the lives of sufferers.

The visual depicts the physical, emotional and mental impact of the chronic condition Raynaud’s syndrome. Affecting around ten million people in the UK, Raynaud’s condition manifests itself when Sufferers’ arteries spasm resulting in reduced blood flow to certain areas, causing white or blue fingers that feel numb and painful.

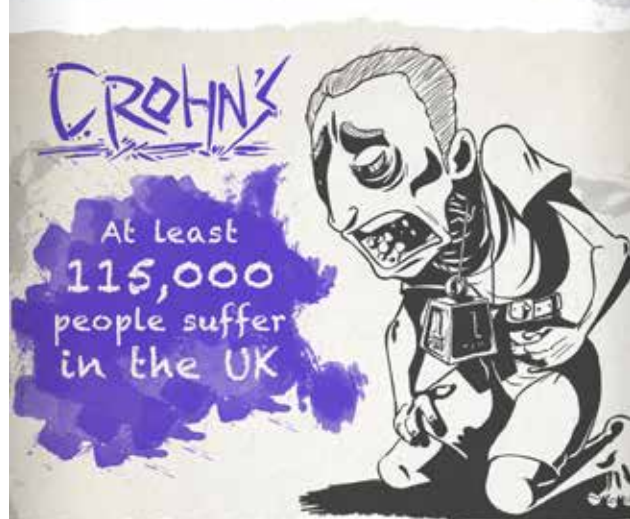
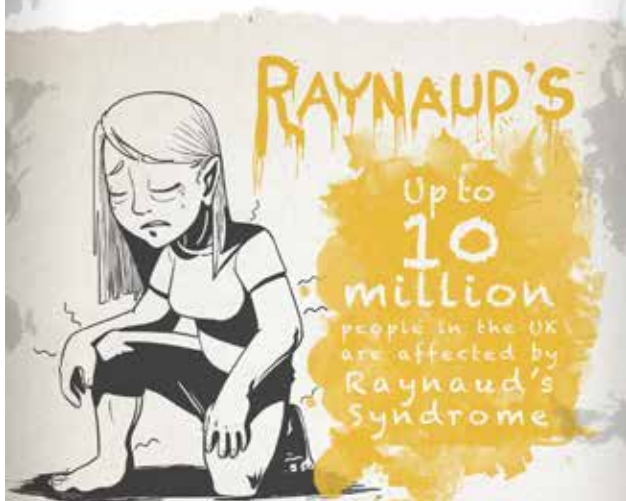
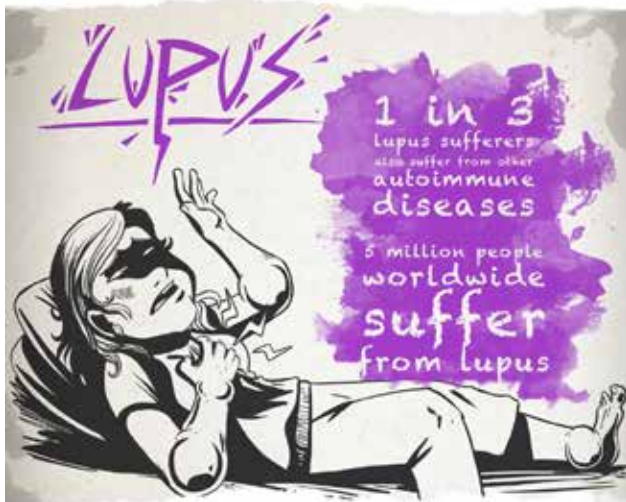
The autoimmune disease Lupus attacks healthy tissue in many parts of the body. It manifests itself differently in every person, although Lupus symptoms commonly include painful and swollen joints, fever, chest pain, mouth ulcers, fatigue and a red rash on the face.

More than 1 in 10 people are likely to have a disabling anxiety disorder at some stage in their life. Sufferers experience a constant feeling of anxiety and dread about almost anything, making it hard for them to be around people, hold a job and manage relationships. This invisible condition can affect people physically with muscle tension, headaches, shortness of breath, a racing heartbeat, sweating, digestive problems and insomnia.

- 6 million people suffer from anxiety in the UK
- Currently 40% of disability worldwide is due to anxiety and depression
- More than 1 in 10 people likely to have ‘disabling anxiety disorder’ at some stage in life
- At least 115,000 people have Crohn’s disease in the UK
- Approximately 1 in 20 people in the UK suffer from fibromyalgia

Fibromyalgia is a condition that is generally not well-understood by medical professionals, even though it affects an estimated 800,000 people in the UK alone. Characterised by chronic pain, overwhelming exhaustion referred to as “fibro-fatigue”, low quality sleep and memory and concentration problems (sometimes referred to as “fibro-fog”). The symptoms of fibromyalgia may manifest themselves suddenly, leaving the sufferer incapacitated.

Rob Johnson, Future Fit Training’s founder and Managing Director, comments, “We want to raise awareness of a range of conditions which affect so many people in the UK, and which may not necessarily be obvious in the first instance. Whilst



some of the imagery may appear harrowing, we want to firmly illustrate the pain and impact on mental health caused by these chronic health conditions."

Johnson continues, "You may not necessarily realise that the person sitting next to you on the bus or walking past you in the street is coping with such difficult challenges on a daily basis."

How stressful thinking impacts you

Most of us experience tension daily, often it's hour by hour or worse minute to minute. How we cope with stress and worry determines whether we move forward or allow it to hold us back. Habitual negative thinking is often frenzied, inaccurate, and undependable, yet you can go through your entire life with negative thoughts that cause unproductive behaviour and a more difficult life. Most people dealing with stress especially chronic stress assume that there's no getting around it, and it's just the way life has to be. But this is certainly not the case!

Silencing the habitually negative mind is easier than you imagine and it all starts with a single positive thought.

How Your Negative Mind Effects Your Positive Aspirations

A negative mind not only regulates the way you approach life, it also has a tremendous impact on your physical body, and with your mind body connection working against homeostasis rather than in flow having a negative impact on your health. When you switch off negative thoughts and turn on positive thinking, you have the power to move toward a healthier more productive and creative you. With time and effort, you can transform your thought process, and it's quite simple actually, because it all begins with just a few simple words.

The Power of A Few Words...

When you see a list of affirmations, you see absolutely nothing more than a list of words with optimistic expressions that do not appear to apply to you or embody your current way of thinking. If you take a closer look at each affirmation, you may find that many embrace the

way you wished you could feel and think.

When you see words that speak to you and how you'd like to feel, hold onto them. You can use them to get rid of a unwelcome idea you wish to eliminate. Fundamentally, with practice, you will be replacing your negative thinking pattern with a positive thinking. This is exactly what positive affirmations are all about!

But let me caution you here. In order for your affirmations to be effective they have to meet the following criteria:

Affirmations have to be in your own voice. They need to be phrased and spoken the way you speak.

Your affirmations should be phrased and said in the same way that you would say them to a friend. After all, your mind is your friend. In fact, it's one of your best friends.

Words are a powerful way to evoke emotions both positive and negative. Use affirmation that speaks to you on a deep level and keep them in the forefront of your mind by repeating these words often. By doing this you create room for your new thoughts to germinate and grow until

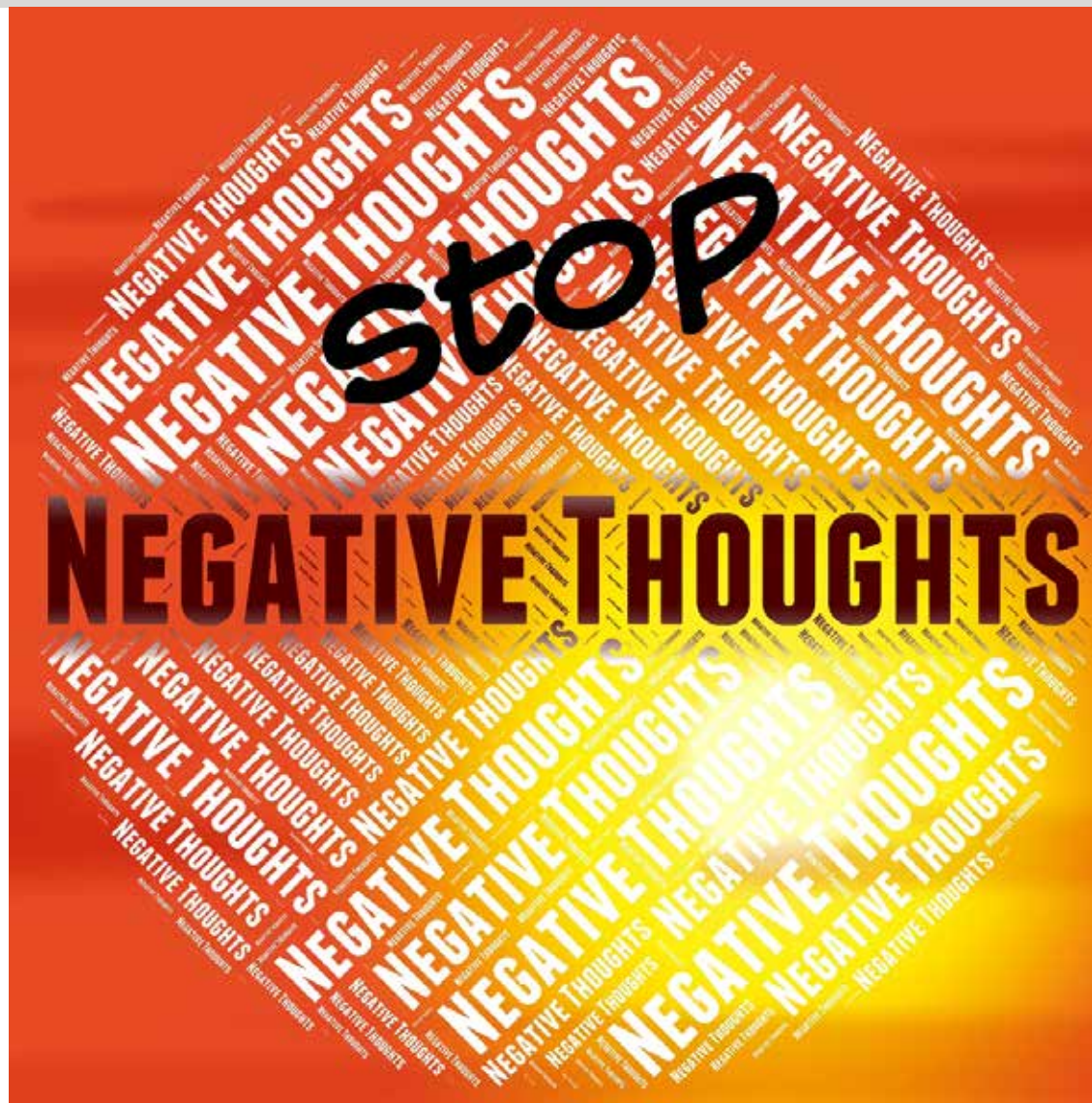
these thoughts become a reality. Again the trick is to use words that are meaningful to you and say them in the same way you normally speak.

If at some point, as we all do, you may become overwhelmed with negative thinking, if that happens simply close your eyes and take a few deep breaths until your emotions become a little bit more under control. Then use your affirmations to interrupt your thinking pattern.

One final thought... the past is a closed door you can choose to keep going back into that unfilled and stressful room or you can choose another door. So let's set a few ground rules:

Ground Rules Eliminate Negative thinking

- 1. You must start by being honest with yourself and make a sincere commitment to make changes**
- 2. You must develop a deep passion to get rid of stressful thinking**
- 3. You must be willing to embrace new strategies and give yourself permission to be creative**
- 4. Give yourself a break when your old patterns re-appear as they undoubtedly will. Don't beat yourself up just begin again**



Does this sound as well great to be true? There are many people who, like you, believe this technique is well... just too easy so it can't possibly work.. The only way to know for certain is to try it. What do you have to lose? No one has to know your using affirmation it's personal and private. After all it's all in your mind.. It's easy convenient and you can take them wherever you go.

About the Author:

Linda Hampton RN, MSN Certified Life Coach, is an author, speaker, and coach who helps busy and stressed entrepreneurs gain more time and energy, eliminate clutter and minimize stress and overwhelm. She is the author of Curing Toxic Stress. To receive her FREE Special Report Thriving In The Midst of Chaos visit: <http://www.keytostressfreeliving.com>

British women will experience 46,000 pangs of 'calorie guilt' in their lifetime

British women will experience a staggering 45,990 pangs of calorie related guilt in their lifetime, according to new research.

A new study has revealed a staggering 87% of British women are consumed with guilt on a daily basis - about things they have eaten or drunk.

The survey of British females of all ages by Slim Wine revealed, despite 66% saying food and drink brings them the most pleasure in life, it also brings the most pain – with the average female feeling wracked with guilt twice a day about something they have consumed.

Over an adult lifetime, that's 45,990 waves of calorie related guilt, with as many as a quarter (25%) experiencing feelings of self-loathing every time they eat something.

And according to the research findings, feelings of guilt last up to three hours following a take-away or fast food, two hours for raiding the kid's sweetie tin and up to one hour for finishing the kid's meals.

Nearly one in twenty said an extra glass of wine on a Friday night left them wracked with guilt, while a quarter (26%) routinely beat themselves up after ordering a pudding in a restaurant, 29% feel bad for having a biscuit to accompany a cup of tea - and one in twenty even feel guilty about putting dressing on their salad.

A further 22% wished they didn't long for wine after a hard day and eleven% said they shouldn't prioritise work drinks as much.

Eight in ten of the females who took part in the

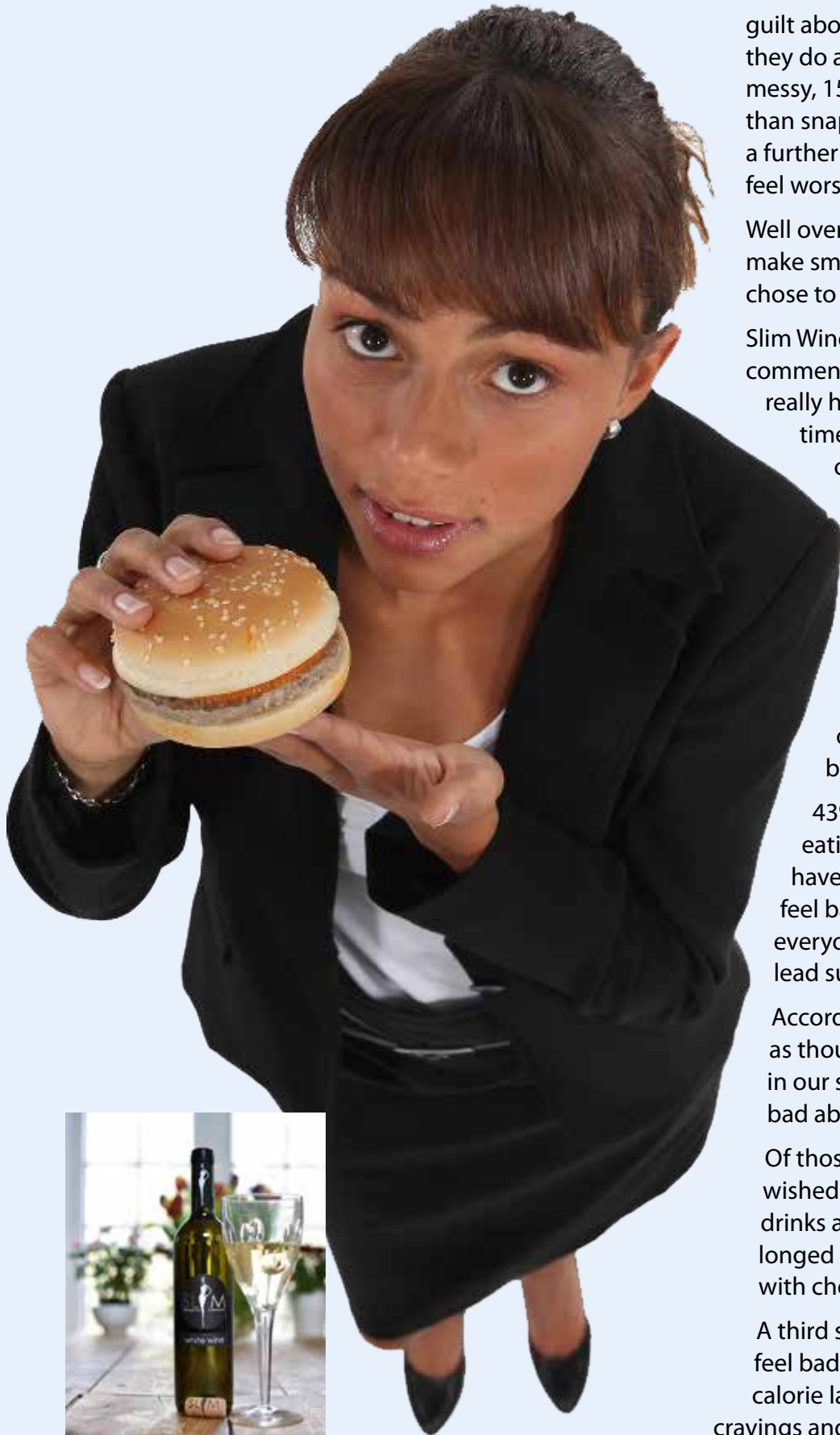
study said they wished they could stop punishing themselves and start enjoying life, while almost half of those in relationships (43%) felt it was unfair that their husband or partner never harboured any guilt when it comes to food and drink.

The poll of 2,000 women by Slim Wine found females harbour the most guilt when they have consumed fast-food (47%), however an extra glass of wine (18%) and finishing the kids' leftovers (11%) also left women feeling bad about themselves.

One in ten said a glass of wine with lunch left them feeling guilty, while 26% said ordering a pudding in a restaurant made them feel bad, eight% are consumed by guilt for tucking into canapes at a party and one in twenty say ordering popcorn in the cinema leaves them wracked with self-loathing.

Olivia Buckland who was involved in the campaign by Slim Wine comments, 'I think the most important message behind this campaign is that you really don't need to sweat the small stuff. Whether it's drinking a glass of wine or eating a slice of pizza, it's about enjoying the good things in life, in moderation of course, and not feeling guilty about it.'

According to the study, 73% claim they feel food and drink is a blessing and a curse in equal measure, while a quarter of women feel more



www.slimlinewine.com

guilt about eating and drinking than they do about letting their house get messy, 15% feel more guilt about food than snapping at their other half – and a further 14% said food makes them feel worse than telling a lie.

Well over half (59%) wished they could make smarter choices about what they chose to eat and drink.

Slim Wine Founder, Paul Gidley, comments, “The results of this research really highlight how much of a hard-time women give themselves, often over the smallest thing like a slice of cake, or a second glass of wine.

Six in ten women said the reason they feel guilty is because they should be trying to lose weight and 17% said air brushed pictures of celebrities left them feeling bad about the food they eat.

43% often feel remorseful after eating because they feel like they have no will power, while 13% feel bad about themselves because everyone on social media seems to lead such a clean lifestyle.

According to the research 32% feel as though calorie guilt is so ingrained in our society we are bound to feel bad about ourselves.

Of those polled, 73% said they wished they cared less about what drinks and snacks they ate, and 55% longed not to have such a love affair with chocolate.

A third saying they know they will feel bad before they eat or drink a calorie laden treat - but give in to their cravings and consume it anyway.

Unhygienic bathroom habits force 10% of us to avoid the toilet at work

Showerstoyou.co.uk quizzed workers about their workplace bathroom, as well as their own and co-worker's bathroom habits – the findings were shocking.



A large number of illnesses that result in workers taking time off work are often caught from dirty, unsanitary office conditions. No matter how clean a surface may look, it is likely to be crawling with germs that can carry infectious, and possibly dangerous, illnesses. Poor hygiene and cleanliness in office bathrooms can intensify the problem further, and place workers' health at risk. Thus, despite the 'taboo' surrounding the subject, Showerstoyou.co.uk sought to find out what workers dislike the most about their colleague's bathroom habits, and what is considered to be the 'correct' bathroom etiquette.

Let's face it, we've probably all walked into a toilet cubicle, pulled a face and turned on our heels in search of a cleaner alternative. From a poll of over 1,400 men and women in the United Kingdom, it seems that this happens all too often, particularly in work bathrooms.

Analysis by Showerstoyou.co.uk found that over half of workers (51%) have been 'appalled' by the state of their office bathroom at least once, and just under half (48%) of people worry about going to the bathroom at work, in fear of being greeted by an unclean, smelly environment. However, despite the number of complaints over bathrooms cleanliness, surprisingly, a staggering 7 in 10 (74%) claim to leave the bathroom in an acceptable manner, and

many make a conscious effort to ensure the cubicle is tidy and as clean as possible upon departing.

Showerstoyou.co.uk found from their survey that the bathroom now has several uses; perhaps the reason for the level of dirt and grime found inside work bathrooms. Some alternative uses for bathrooms include, putting on make-up, discussing work, going on social media, catching up on emails or text (even calls!), and gossiping.

When workers were questioned about how long they typically spend in the office bathroom, the

results varied substantially. Some would rather be in and out (43%) as soon as possible, however others will use the opportunity to take a break from their desk (31%). Surprisingly, 29% of office workers admit to taking their phone into a cubicle, with a large quantity using their smartphone device to browse online or social media channels, play games and reply to emails/texts.

In the survey, over two thirds (68%) of people admitted they feel 'disgusted' when they notice a colleague not washing their hands. For the most part, 73% are more likely to wash their hands when in the presence of another colleague, either for a longer amount of time, or when they normally wouldn't.

According to the analysis, some of the reasons why people do not wash their hands after using the bathroom are: a queue at the sink/hand-dryer, the sink area being dirty, a bad smell, simply couldn't be bothered, no soap or sanitiser and a fear of colleagues being judgemental for taking too long.

The biggest pet peeves cited by office workers are:

1. Not flushing the toilet after use (39%)
2. Not replacing toilet roll (24%)
3. Leaving make-up/dirt around the sink (16%)
4. Not putting rubbish in the bin (12%)
5. Having conversations in the bathroom (9%)

Surprisingly, a third (34%) of workers would consider confronting a colleague over poor hygiene and cleanliness in the bathroom. However, this is not advised. There are many ways the issue of hygiene and cleanliness can be discussed in a professional manner, without being judgemental or blaming any individuals.

Nobody likes to clean up anyone else's mess, so it is advised that everyone cleans up their own to maintain a high standard of hygiene and cleanliness. It is important to make this clear to staff by outlining some 'toilet etiquette guidelines', and placing them on the back of each toilet cubicle, so that they are visible and cannot be missed – no excuses!

Case studies:

"I once walked into my office's shared bathroom to find a monstrosity standing before me. It literally looked like someone had a party with the toilet roll, as it was sprawled from corner to corner, on the floor. If that wasn't bad enough, once in the cubicle, it became evident where the toilet roll had come from... and I was left waiting (embarrassingly) for another colleague to come into the bathroom, to pass me some toilet roll. To this day, we still don't know what happened, or who it was."

Samantha, 46

"As a woman, I find it totally understandable that other ladies wish to touch-up, or re-apply their make up in the office bathroom, however, it becomes incredibly irritating and gets under my nails (literally) when blobs of foundation, bronzer and blush powder have been splattered around the sink – and what women don't realise is that make-up stains if not cleaned straight away. What happened to that life-lesson parents taught us about cleaning up after ourselves?"

Marie, 25

"It's a given that male bathrooms are often untidy and odour-prone, but one particular day stands out for me as clearly, one of my colleagues didn't follow bathroom etiquette. By failing to flush the toilet, and leaving the basin open, as well as the cubicle door, it ultimately led to the severely unpleasant smell to wander – and combined with the average scent of a male toilet, it was stomach-turning. Every male co-worker I know decided against using the toilet that day, to avoid being consumed by the repulsive smell circulating the bathroom and the corridor. I refuse to use the bathroom now, unless it is urgent."

Oliver, 31